20-Inch Cordless Lawn Mower

Model No. MJ408C

Form No. SJ-MJ408C-880E

A Division of Snow Joe, LLC

OPERATOR'S MANUAL

IMPORTANT!
Safety Instructions

⚠ WARNING: READ ALL INSTRUCTIONS BEFORE USE.

Read all instructions when using cordless lawn mowers. Basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury.

For All Lawn Mowers

1. **Avoid dangerous environment.** Do not use the mower in damp or wet locations.
2. **Don't use when it's raining.**
3. **Keep children away.** All bystanders (visitors) should be kept at a safe distance from work area.
4. **Dress properly.** Do not wear loose clothing or jewelry. They can get caught in moving parts. Use of rubber gloves and substantial footwear is recommended when working outdoors. Wear protective hair covering to contain long hair.
5. **Use safety glasses.** Always use face or dust mask if operation is dusty.
6. **Use the right mower.** Do not use mower for any job except that for which it is intended.
7. **Don't force mower.** It will do the job better and safer at the rate for which it was designed.
8. **Don't overreach.** Keep proper footing and balance at all times.
9. **Stay alert.** Watch what you are doing. Use common sense. Do not operate mower when you are tired.
10. **Store idle mowers indoors.** When not in use, mowers should be kept dry and away from children on a high or locked-up place.
11. **Maintain mower with care.** Keep cutting edges sharp and clean for best and safest performance as well as to reduce the risk of injury. Follow instructions for lubricating and changing accessories. Keep handles dry, clean, and free from oil and grease.
12. **Check damaged parts.** Before further use of the mower, a guard or other part that is damaged should be carefully checked to determine that it will operate properly and perform its intended function. Check for alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other condition that may affect its operation. A guard or other part that is damaged should be properly repaired or replaced by an authorized service center unless indicated elsewhere in this manual.
13. **Keep guards in place and in working condition.**
14. **Keep blades sharp.**
15. **Keep hands and feet away from cutting area.**
16. **Objects struck by the lawn mower blade can cause severe injuries to people.** The lawn should always be carefully examined and cleared of all objects prior to each mowing.
17. **If lawn mower strikes a foreign object, follow these steps:**
    - **i)** Stop lawn mower. Remove the safety key.
    - **ii)** Inspect for damage.
    - **iii)** Repair any damage before restarting and operating the lawn mower.
18. **Use identical replacement blades only.**

Safety Instructions For Battery-Operated Lawn Mowers

1. Do not charge lawn mower in the rain, or in a wet location.
2. Do not use battery-operated lawn mower in rain.
3. Remove or disconnect safety key before servicing, cleaning, or removing material from the lawn mower.
4. Use only the following type and size battery: type **SJ-B17AH; SJ-B18AH; SJ-B20AH**, 24V lead acid battery.
5. Do not dispose of the battery in a fire. The cell may explode. Check with local codes for possible special disposal instructions.
6. Do not dispose of the battery. Released electrolyte is corrosive and may cause damaged to the eyes or skin. It may be toxic if swallowed. Check with local codes for recycling.
7. Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.

⚠ CAUTION

The electrolyte is dilute sulfuric acid that is harmful to the skin and eyes. It is electrically conductive and corrosive.
The following procedures should be observed:

- **a)** Wear full eye protection and protective clothing.
- **b)** If electrolyte contacts the skin, wash it off immediately with water.

SAVE THESE INSTRUCTIONS

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c) If electrolyte contacts the eyes, flush thoroughly and immediately with water. Seek medical attention.

Battery & Charger

⚠ **CAUTION:** USE ONLY APPROVED REPLACEMENT BATTERIES, OTHER BATTERIES MAY CAUSE INJURY OR DAMAGE TO THE MOWER.

The battery that is supplied with this mower is a maintenance-free, sealed, 24V storage battery. It can be tipped without danger of acid spillage. The charger will require approximately 12 hours to recharge a fully discharged battery.

BATTERY SAFETY RULES

1. Allow at least 12 hours of battery charging before using the mower for the first time.
2. For optimal performance, charge the battery every two months, even when it is not in use.
3. Charge the battery in a cool, dry place.
4. The battery does not have to be fully discharged before recharging. This battery will not develop a memory.
5. 2 to 3 initial charging/discharging cycles may be required in order to reach the maximum run time/ capacity.
6. Do not store battery in temperatures lower than 32°F (0°C).

PROPER CARE FOR BATTERY

Off-Season storage

In order to ensure optimal performance, it is recommended that the battery be charged every two months when not in use. If all of the following conditions are met, the mower can be stored with the charger disconnected.

1. The mower is fully charged before storing.
2. The average temperature of the storage location is below 50°F (10°C).
3. The battery should not be stored for more than 6 months.

CHARGER SAFETY RULES

Charge the mower battery in a dry area that is protected from the weather. Do not expose the mower or the charger to rain. Do not charge the battery in a wet location.

Operate the battery charger in temperatures between 23° and 104°F (-5° and 40°C). In order to reduce the risk of electric shock, use only the charger that is provided by the manufacturer to charge the battery.

DO NOT ABUSE THE CHARGE CORD

- Never carry the charger by the cord. Do not disconnect the charger from the outlet or from the mower by pulling the charger cord.
- Do not service the mower with the charger connected or with the safety key inserted.
- Do not use a damaged charger. Replace the charger cords or the charger immediately. Keep the mower and the charger away from water, heat sources (radiators, heaters, stoves, etc.), flames, and chemicals.
- Do not dispose of this product in fire, batteries inside this product may explode or leak.

IMPORTANT!

Safety Instructions for Walk-Behind Mowers

GENERAL OPERATION

1. Read, understand, and follow all instructions on the machine and in the manual(s) before starting.
2. Do not put hands or feet near or under the machine. Always stay clear of the discharge opening.
3. Only allow responsible adults, who are familiar with the instructions, to operate this machine.
4. Clear the area of objects such as rocks, wire, toys, etc., which could be thrown by the blade. Stay behind the handle when the engine (motor) is running.
5. Be sure the area is clear of bystanders before operating. Stop machine if anyone enters the area.
6. Do not operate machine barefooted or while wearing sandals. Always wear substantial footwear.
7. Do not pull machine backward unless absolutely necessary. Always look down and behind before and while moving backward.
8. Never direct discharged material toward anyone. Avoid discharging material against a wall or obstruction.
9. Do not operate machine without the entire grass catcher, discharge guard, rear guard, or other safety protective devices in place and working.
10. Never leave a running machine unattended.
11. Stop the engine (motor) and wait until the blade comes to a complete stop before cleaning the machine, removing grass catcher, or unclogging the discharge guard.
12. Operate machine only in daylight or good artificial light.
13. Do not operate machine while under the influence of alcohol or drugs.
14. Never operate mower in wet grass.
15. Disengage the drive system, if so equipped, before starting the engine (motor).
16. If the machine should start to vibrate abnormally, stop the engine (motor) and check for the cause immediately. Vibration is generally a warning of trouble.
17. Always wear eye protection when operating machine.

SLOPE OPERATION

Slopes are a major cause of slip and fall accidents, which may result in severe injury. Operation on all slopes requires extra caution. If you feel uneasy on a slope, do not mow it.

1. Mow across the face of the slope; never up and down. Exercise extreme caution when changing direction on a slope.
2. Watch for holes, ruts, bumps, rocks, or other hidden objects. These may cause an unexpected slip or fall.
3. Do not mow on wet grass or excessively steep slopes. Poor footing could cause an accident.
4. Do not mow near drop offs, ditches, or embankments. You could lose your footing or balance.

CHILDREN

Tragic accidents can occur if the operator is not alert to the presence of children. Children are often attracted to the machine and the mowing activity. Never assume that children will remain where you last saw them.

1. Keep children out of the mowing area and under the watchful care of a responsible adult other than the operator.
2. Be alert and turn mower off if a child enters the area.
3. Never allow children to operate the machine.
4. Use extra care when approaching blind corners, shrubs, trees, or other objects that may block your view of a child.

SERVICE

GENERAL SERVICE

1. Keep all nuts and bolts tightly fastened.
2. Never tamper with safety devices. Regularly check to ensure they are in place and working properly.
3. Keep the mower free from grass, leaves, or other debris buildup.
4. If you strike a foreign object, stop and inspect the machine. Repair, if necessary, before starting.
5. Never make any adjustments or repairs with the engine (motor) running.
6. Always unplug electric mowers before adjusting, cleaning, or repairing.
7. Check the grass catcher components and the discharge guard frequently and replace with manufacturer's recommended parts, if necessary.
8. Mower blades are sharp. Wrap the blade or wear gloves, and use extra caution when servicing them.
9. Maintain or replace safety and instruction decals, as necessary.

SYMBOLS

SYMBOLS	DESCRIPTIONS
	CPSC Danger label
	Safety alert
	Read the operator's manual
	Severing of toes or fingers-rotary mower blade
	Slip on slope
	Thrown objects and rotating line can cause severe injury
	Keep bystanders/children away
	Wear eye and hearing protection. For protection against injury wear ear defenders and safety goggles.

Know Your Lawn Mower

Read this owner's manual and safety rules carefully before operating the mower.
Compare the illustration below to the mower in order to become familiar yourself with the location of the various controls and adjustments. Save this manual for future reference.

1. Switch
2. Safety Key
3. Hand Grip
4. Power Button
5. Upper Handle
6. Lower Handle
7. Handle Knob
8. Battery
9. Motor Housing
10. Grass Catcher Bag
11. Grass Catcher Hook
12. Battery Plug
13. Chute Cover
14. Height Adjustment Lever
15. Discharge Chute
16. Discharge Cover
17. Wheels
18. Mulch Plug
19. Cable Clip

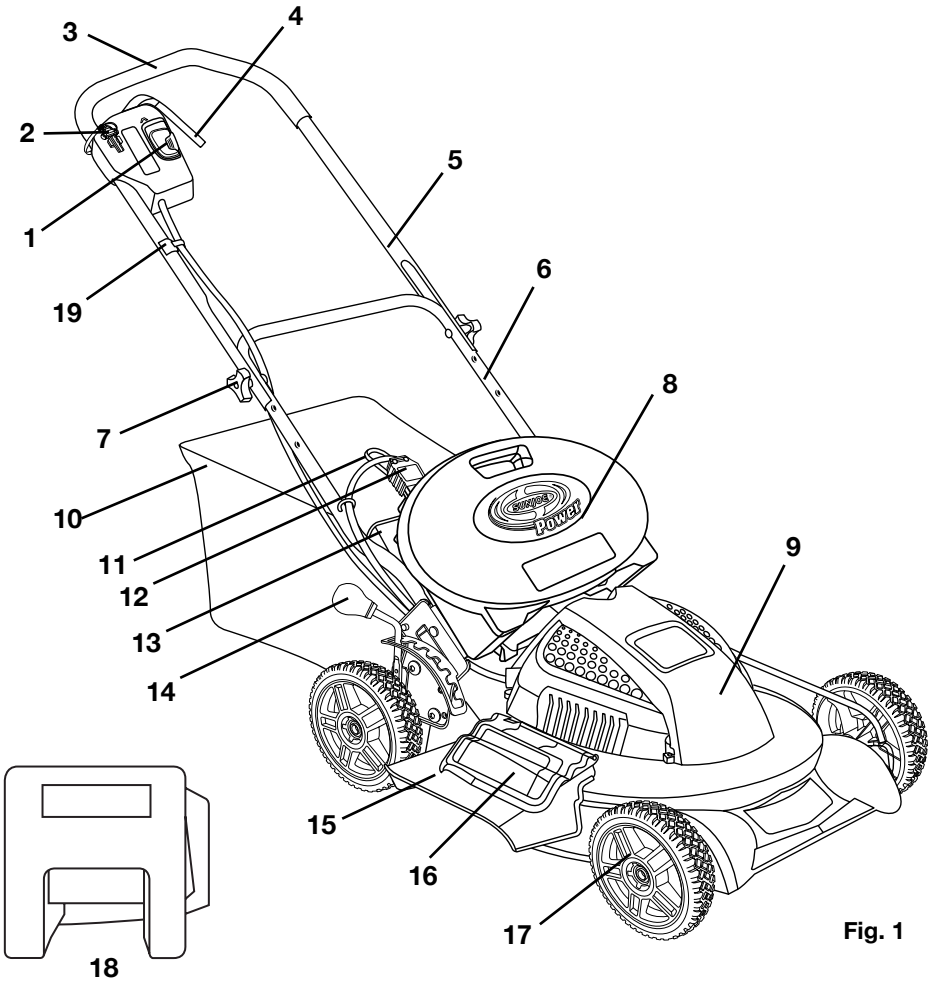


Fig. 1

Technical Data

1. Battery Voltage – 24V D.C.
2. Charging Time – 12 hour
3. No load Speed – 3,500/min
4. Cutting Width – 20" (508 mm)
5. Cutting Height – 1.75" - 3.75" (45 mm – 95 mm)
6. Grass Catcher Capacity – 15.06 gallons/57 ltrs
7. Wheels Size – 7" (front)/8" (rear)
8. Weight – 90 lbs/41 kg (w/ battery)
   57 lbs/26 kg (w/out battery)

Assembly

Parts List

- Mulch plug
- Grass catcher bag
- Discharge chute
- 24V Battery
- Battery Charger
- Manual

Note:

- Carefully remove the parts from the box.
- Inspect the parts carefully in order to verify that no breakage or damage occurred during shipping.
- Do not discard the packing material until all parts have been examined.

Assembling the Handle (Fig. 2)

1. Remove any packing material which may be between the upper and lower handles for shipping purposes.
2. Pull up and back on the upper handle to raise the handle into the operating position. Make certain the lower handle is seated securely into the handle mounting bracket.
3. Align the holes between the upper handle and lower handles. Insert the bolts and tighten them with the wing nuts provided.
4. Secure the lower handle to the bracket with the handle knob in each side. (Fig. 2)

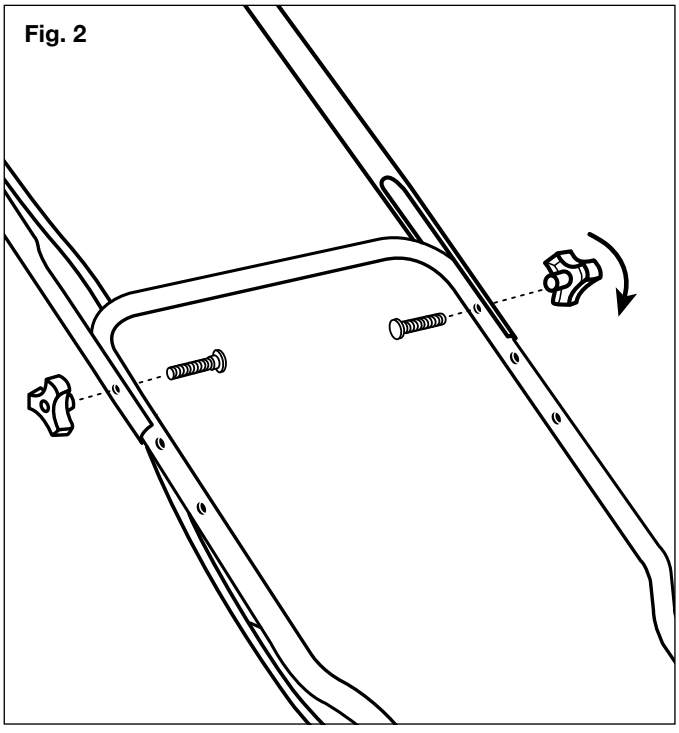


Fig. 2

Installing the Grass Catcher Bag (Fig. 3)

1. UNPLUG THE POWER CORD, AND WAIT FOR BLADE TO COME TO A COMPLETE STOP.
2. Lift the chute cover.
3. While holding up the cover, place the grass catcher bag hanger hooks into the opening on the chute cover to allow the hanger hooks to attach to the rod which secures the chute cover.

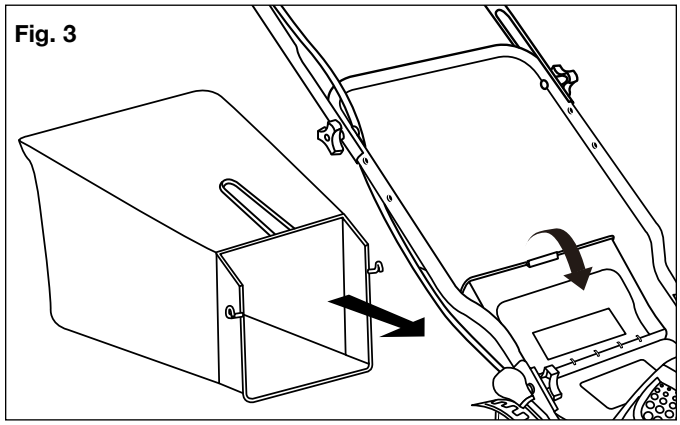


Fig. 3

NOTE: For optimal performance empty grass bag often during use. A full grass bag will inhibit performance of the mower and collection of grass clippings.

Install the Side Discharge Chute (Fig. 4)

This mower has 3 different functions-mulch, side discharge, and rear bag. If you wish to discharge the clippings rather than mulch, perform these steps.

1. UNPLUG THE POWER CORD, AND WAIT FOR BLADE TO COME TO A COMPLETE STOP.
2. Lift the side discharge cover (1).
3. Align the grooves on the discharge chute (2) with the pins on the underside of the discharge cover (1).
4. Lower the discharge chute until the hooks on the mower deck are secured in the openings in the discharge chute (2).
5. Release the side discharge cover (1).

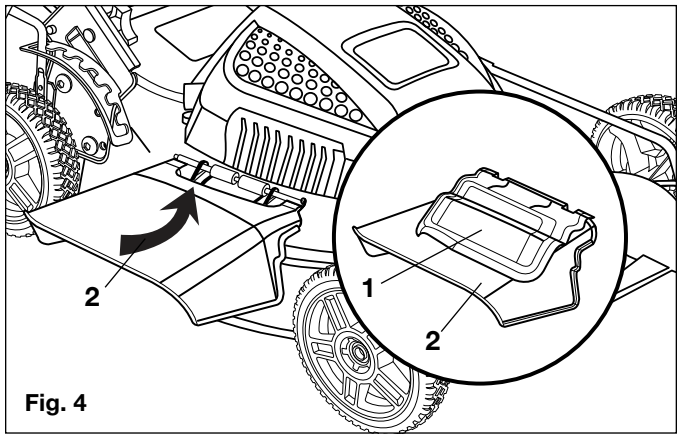
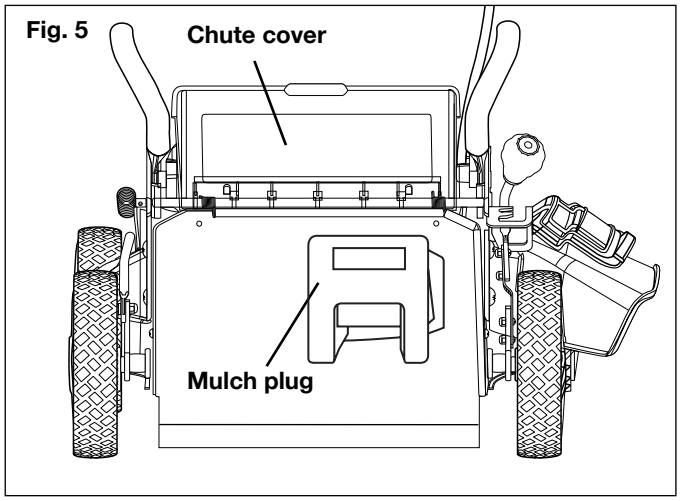


Fig. 4

Installation or Removal of the Mulch Plug (Fig. 5)

1. UNPLUG THE POWER CORD, AND WAIT FOR BLADE TO COME TO A COMPLETE STOP.
2. To remove the mulch plug lift the chute cover and pull out on the handle.
3. The mulch plug is inserted on an angle so it will require some force when removing.

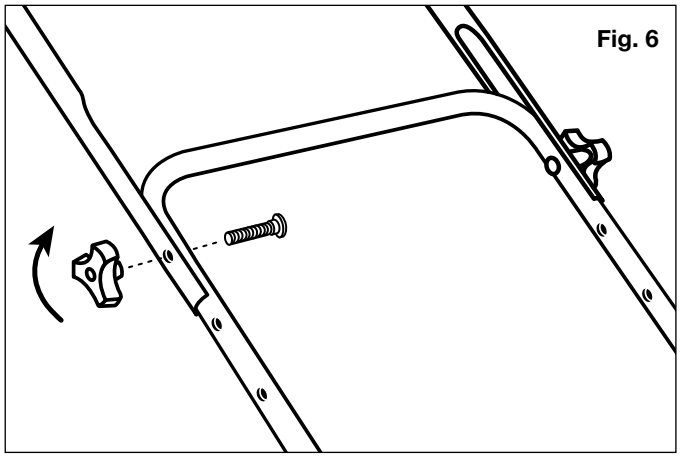
Fig. 5



Adjust the Upper Handle Height (Fig. 6)

1. Loosen the upper handle knob.
2. Adjust the handle to the most comfortable of the 3 positions.
3. Tighten the upper handle knob as tight as you can.

Fig. 6

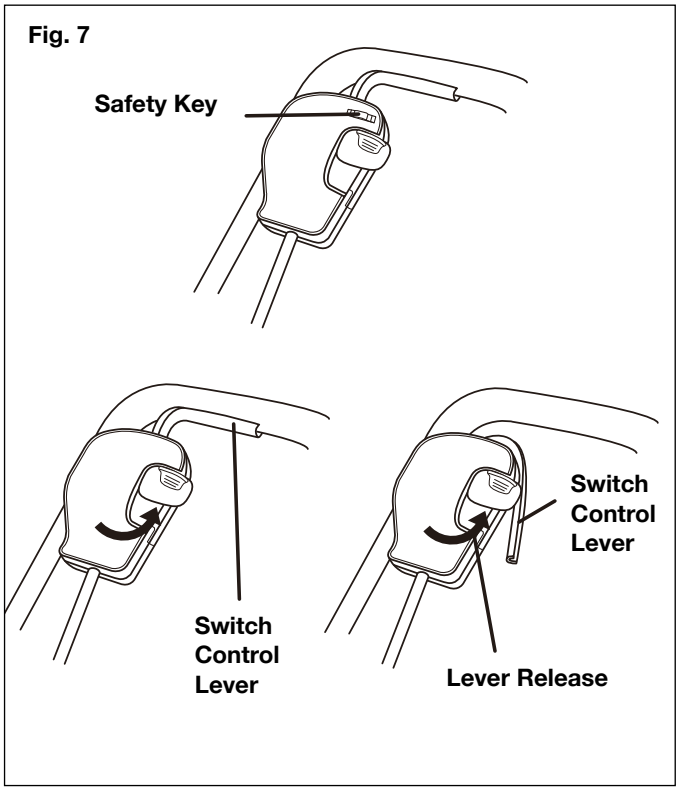


Operating

Starting/Stopping the Mower (Fig. 7)

1. For the proper operation of this lawn mower, you need to insert the safety key in position. The lawn mower can now be operated by moving the lever release first to the left so you can access control lever. Hold the switch control lever for operation.
2. To stop the lawn mower, release the switch control lever.
3. If your lawn mower is not going to be used for a while, pull out the safety key. The machine will not operate without the safety key inserted.

Fig. 7



⚠ **CAUTION:** Do not attempt to override the operation of the safety key or lever.

⚠ **WARNING:** The operation of any mower can result in foreign objects being thrown into the eyes, which can cause severe eye damage. Always wear safety glasses while operating the mower and while performing any adjustments or repairs.

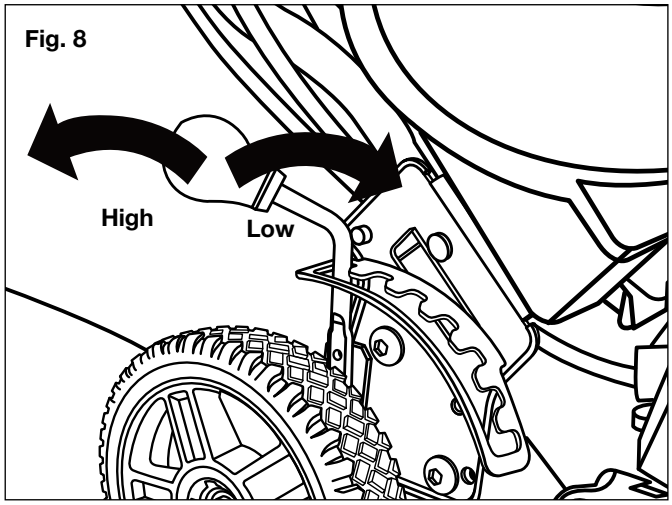
⚠ **WARNING:** Ensure that other people and pets remain at least 50 ft.(15 m) away when the mower is in use.

Inspect the Cutting Area

Remove all stones, sticks, wire, bones, and other debris that might be thrown by the rotating blades.

Adjust the Cutting Height (Fig. 8)

1. Simply depress the lever towards the wheel and move to desired position. This sets all wheels to the same position.
2. To raise the height, pull the height adjustment lever from the current stop position towards the back of the mower.
3. To lower the height, pull the height adjustment lever from the current stop position towards the front of the mower.



7-Position Height Adjustment:

1. 1-3/4 in.
2. 2 in.
3. 2-1/4 in.
4. 2-1/2 in.
5. 3 in.
6. 3-1/4 in.
7. 3-3/4 in.

Charging Procedure

NOTE: The battery can be charged in or out of the mower. The charger that is supplied with this mower is a specially designed 2-stage charger.

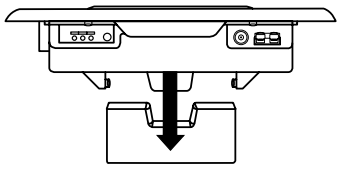
Step 1: The red light will light up during the recharge cycle.

Step 2: The green light will light up when the battery is fully charged.

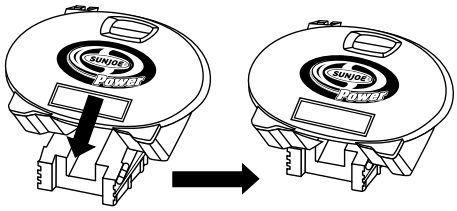
1. Remove the jack cover.
2. Plug the charger connector into the jack on the battery.
3. Insert the 120 V plug from the charger into the electrical outlet.
4. The red light on the charger should come on, which indicates that the charger is working and the battery is being charged. The red light will go out and the green light will come on when the battery is completely charged (it takes approximately 15 hours to charge a fully discharged battery).

Installing the Battery

1. Level two rails and push battery down to limit chute.

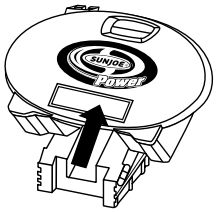


2. Slide the battery forward to lock into position.

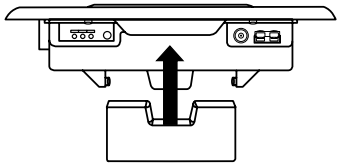


Removing the Battery

1. Slide the battery backward to unlock.

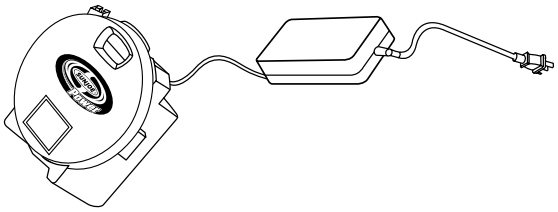


2. Pull out the battery pack from the limit chute.



Charging the Battery

1. Plug charger output into battery input.
2. Plug charger into wall receptacle outlet.

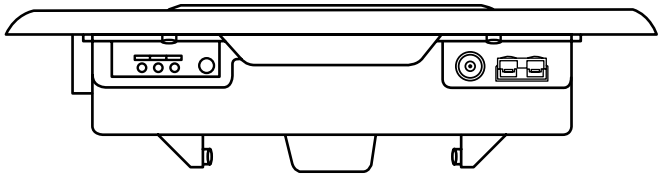


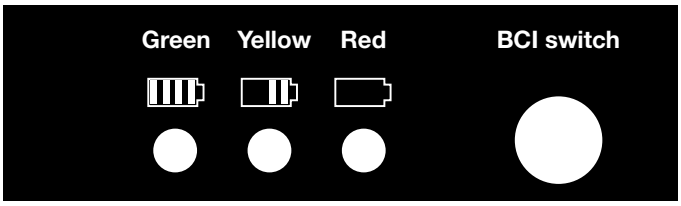
⚠ **WARNING:** Do not store battery in temperatures lower than 32°F (0°C).

⚠ **WARNING:** If the battery pack charged on the appliance, the cable connect appliance and battery pack has to be remove, if not, the charger output plug can not connect the battery pack charging terminal.

Battery Use

NOTE: If the switch does not re-engage or the mower does not run when the battery is installed. Push the Battery Capacity Indicator (BCI) switch, which is located on the back of the battery. The lights will indicate the battery's capacity, according the following chart.





Lights	Capacity
Green Light	The battery is at full capacity
Yellow Light	The battery is at 40% capacity and requires charging soon
Red Light	The battery is at 20% capacity and requires charging

⚠ **WARNING:** Do not mow a slope that has an angle of greater than 15° (a rise of approximately 2-1/2 ft. every 10 ft.). Mow across the face of a slope, and never up and down.

Mowing Tips

NOTE: A sharp blade will greatly enhance the performance of the mower, especially when cutting high grass.

Be sure to check the blade and to sharpen it at least once per year, as described in the Maintenance section.

- Verify that the lawn is free of stones, sticks, wires, and other objects that could damage the blades or the motor before use.

These objects could be accidentally thrown by the mower in any direction, and could cause serious injury to the operator and to others.

- In order to prevent electric shock, do not operate the mower in damp or wet conditions.
- Do not mow in circles. Travel back and forth across the lawn.
- When cutting thick grass, reduce walking speed in order to allow for a more effective cut and proper discharge of the clippings. For a healthy lawn, always cut off one-third or less of the total length of the grass. The average lawn should be approximately 1.5 to 2 in. (3.8 to 5 cm) long during cool months, and more than 2 in. (5 cm) long during hot months. If there is growth, the lawn should be cut in the fall.

Mulching Tips

NOTE: INSPECT THE AREA WHERE THE MOWER IS TO BE USED AND REMOVE ALL STONES, STICKS, WIRE, AND OTHER DEBRIS THAT MIGHT BE THROWN BY THE ROTATING BLADE.

1. Release the switch to turn the mower OFF when crossing any graveled area (stones can be thrown by the blade).
2. Set mower to the highest cutting height when mowing on uneven ground or in tall weeds.
3. For effective mulching, do not cut wet grass, because it tends to stick to the underside of the deck, preventing proper mulching of grass clippings. New or thick grass may require a narrower cut. The ground speed should be adjusted to the condition of the lawn. If mowing has been delayed and the grass has been allowed to grow longer than 4 in. (10 cm), mow the lawn twice in order to reduce the grass height to maximum of 3-1/4 in. (8.3 cm).
4. Walk at a steady pace. Overlap the cutting rows. Do not let the grass get too tall. If the grass gets too tall, start at the highest cutting position and work down to the desired cutting height.

   ⚠ **WARNING:** If you strike a foreign object, stop the motor and disconnect the power cord. Thoroughly inspect the mower for indication of damage. Thoroughly inspect the mower for any damage. If damaged, repair any damage before operating the mower. Excessive vibration of the mower during operation is an indication of damage.
5. Please install the mulch plug when mulching. (See page 7)

Cutting Blade Replacement (Fig. 9 & Fig. 10)

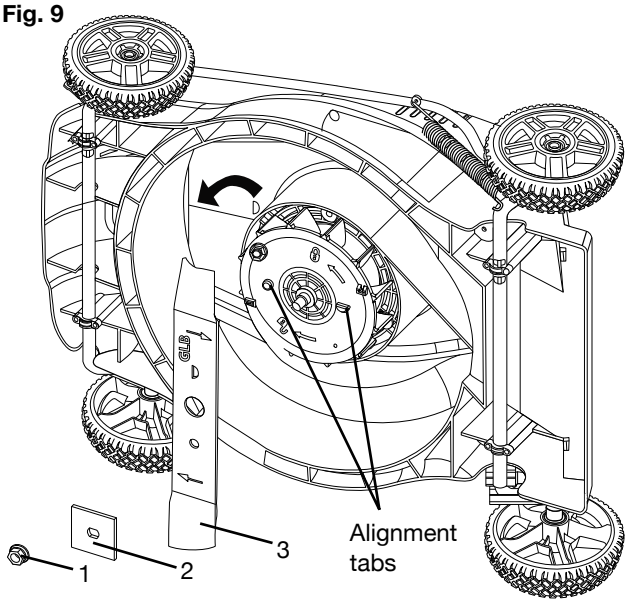
⚠ **WARNING:** Always protect your hands by wearing heavy gloves and/or wrapping the cutting edges with rags or other materials when performing any maintenance on the blades.

1. Release the switch lever to turn the mower OFF, wait for the blade to come to a complete stop, and then remove the battery.
2. While wearing leather padded gloves, wedge a block of wood between the blade and the mower deck in order to prevent the blade from turning when the nut is being removed.
3. Using a 15-mm wrench or socket, loosen the blade

nut (1) “COUNTERCLOCKWISE” to loosen it and “CLOCKWISE” to tighten it.

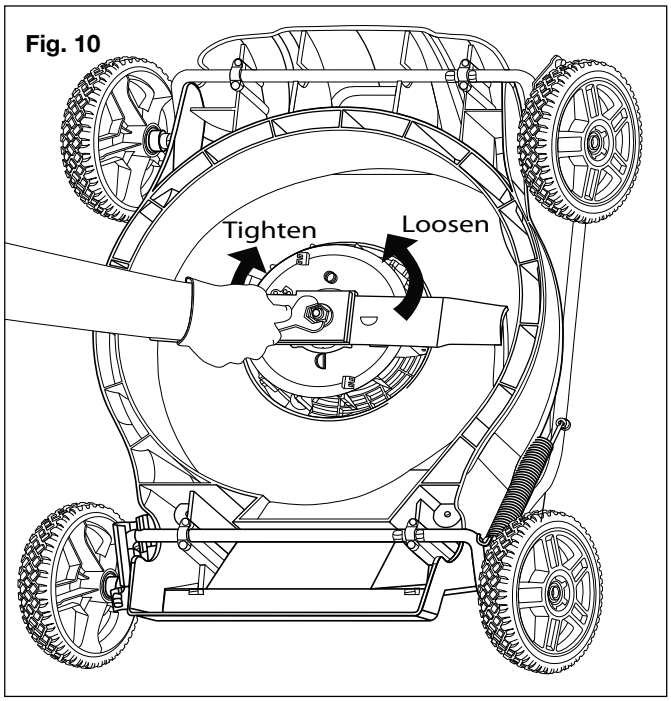
4. Remove the blade nut (1), the square washer (2), and the blade (3).

Fig. 9



5. To re-install the blade, position the blade with the cutting edges toward the ground and align the blade on the alignment tabs (one round and one semi-round). **NOTE:** The blade can only be placed one way for a proper and correct fit. Assemble the balde, the square washer and the blade nut as shown in the following. Using a 15-mm wrench or socket, turn the blade nut “CLOCKWISE” to secure the blade.

Fig. 10



NOTE: Be sure to replace the parts in the exact order in which they were removed. When installing the cutting blade, verify that it is installed with the curved ends pointing toward the mower deck.

Cleaning the Mower

⚠ **WARNING:** To reduce the risk of electric shock, do not expose the mower to water.

The underside of mower deck should be cleaned after each use as grass clippings, leaves, dirt and other debris will accumulate causing rust and corrosion.

Remove any buildup of grass and leaves on or around the motor cover (do not use water). Wipe the mower clean with a dry cloth occasionally.

- If debris build up on the underside of the unit while using, stop the motor and disconnect it from the power supply. Tilt the mower forward, or on its side, and scrape it clean with an appropriate tool.

Storage

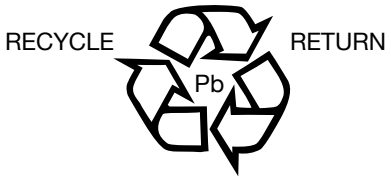
The following steps should be taken to prepare the lawn mower for storage.

- Make certain the power cord is disconnected.
- Clean mower as instructed in previous section.
- Inspect and replace or sharpen blade. Refer to the Maintenance section.
- Store mower in a dry, clean area. Do not store next to corrosive materials, such as fertilizer or rock salt.
- Store mower indoors, in a cool, dry place, out of reach of children. Do not cover lawn mower with a solid plastic sheet. Plastic coverings trap moisture around the mower causing corrosion.
- The handle may be folded away completely for storage.
- Loosen the handle knobs on the sides of the handles, and fold the upper handle down.
- Loosen the handle knobs, pull outwards on each side of the lower handle, and lift the sides of the lower handle past the edges of the handle mounting brackets. Fold the lower handle forward. Make sure not to bend or kink the power cord.

Environmentally Safe Battery Disposal

The following toxic and corrosive materials are in the batteries used in this battery pack: a toxic material.

⚠ **WARNING:** All toxic materials must be disposed of in a specified manner to prevent contamination of the environment. Dispose of batteries according to local by-laws because this Lead-acid batteries contain lead that are hazardous materials.



If the battery pack cracks or breaks, with or without leaks, do not recharge it and do not use. Dispose of it and replace with a new battery pack. DO NOT ATTEMPT TO REPAIR IT!

To avoid injury and risk of fire, explosion, or electric shock, and to avoid damage to the environment:

- Cover the battery's terminals with heavy-duty adhesive tape.
- Do not attempt to remove or destroy any of the battery pack components.
- Do not attempt to open the battery pack.
- If a leak develops, the released electrolytes are corrosive and toxic. Do not get the solution in the eyes or on skin, and do not swallow it.
- Do not place these batteries in your regular household trash.
- Do not incinerate.
- Do not place them where they will become part of any waste landfill or municipal solid waste stream.
- Take them to a certified recycling or disposal center.

Service & Maintenance

1. When servicing the mower, use only replacement parts that are available from the manufacturer. In order to obtain replacement parts, call the toll-free helpline. The use of parts that do not meet the original equipment specifications may lead to improper performance, and may compromise safety.
2. Before cleaning, repairing, or inspecting, verify that the blade and all moving parts have come to a complete stop, and remove the safety key. In order to prevent accidental start-ups, remove the safety key when the mower is not in use. Remove the battery when making any adjustments or when any of the four wheels must be lifted off the ground.
3. Keep the handles dry, clean, and free of oil and grease.
4. In order to reduce the risk of fire, keep the motor free of grass, leaves, and debris build-up.
5. Frequently check the blade and motor mounting bolts for proper tightness. Visually inspect blade for damage (e.g.: bent, cracked, or worn).
6. For best and safest performance, maintain the mower with care. Keep the mower blade sharp and clean. Mower blades are sharp, and can cut. Wrap the blades or wear gloves, and use extra caution when servicing.
7. Keep all nuts, bolts, and screws tight in order to be sure that the equipment is in safe working condition.
8. Never tamper with safety devices. Check them regularly for proper operation.
9. After striking a foreign object, stop the motor and remove the safety key. Thoroughly inspect the mower for any damage. Repair any damage before operating the mower.
10. Lawn mower components are subject to wear and damage, which could expose moving parts or allow objects to be thrown. As a safety precaution, frequently check components and replace those that show signs of wear or damage.
11. When it is not in use, store the mower indoors in a dry area, with the safety key removed, and out of the reach of children.

Support

If your Lawn Mower requires service or maintenance, please call 1-866-766-9563 for assistance.

Model and Serial Numbers

When contacting the company or reordering parts, you will need to provide the model and serial numbers of your product. These are found on the decal affixed to the housing or handle of your mower. Copy these numbers into the space provided below.

Record the following numbers from the housing or handle of your new product:

Model #:

M	J	4	0	8	C

Serial #:

NOTES

A Two-Year Full Warranty for residential use in the United States and Canada

General Conditions:

Snow Joe, LLC warrants this product to the original purchaser for two years against defects in material or workmanship when used for normal residential purposes. Snow Joe, LLC will repair any defect in material or workmanship, and repair or replace any defective part, subject to the conditions, limitations, and exclusions set forth herein. Such repair or parts replacement will be free from charge to the original purchaser except noted below.

The duration of the warranty applies only if the product is put to personal use around the household or residence. If the product is put to any business use, commercial or industrial, then the duration of this warranty is 90 days from the date of original purchase. If any product is rented or leased, the duration of the warranty is 90 days from the date of original purchase.

It is the owner's responsibility to perform correctly all maintenance, and minor adjustments explained in the owner's manual.

Electric Products:

To obtain a replacement electric powered unit or repair the existing electric powered unit, you must return the complete unit and postage prepaid to: **Snow Joe Return Center, 86 Executive Avenue, Edison, NJ 08817.**

Gasoline / Battery Products:

Limitations

- Batteries are warranted only for the period of 12 months after the date of purchase on a prorated basis. Rechargeable batteries will be replaced free from charge during the first 90 days. After the initial 90 days, batteries will be replaced at prorated cost to the customer
- Idlers, cables, and electrical components are warranted to the original purchaser for use at household or residence for a period of two years

Exclusions

- Snow Joe brand engines are covered under this warranty. All other engines and engine accessories are covered only by the engine manufacturer's warranty and are not covered by this warranty
- Parts used that are not genuine Snow Joe parts are not covered by this warranty
- Damages resulting from misuse, alteration, improper assembly, improper adjustment, neglect, or accident which requires repair is not covered under this warranty
- Belts, augers, and tines are not covered under warranty – belts, augers, and tines wear out and can be purchased at www.snowjoe.com or by calling 1-866-766-9563

Snow Joe, LLC may from time to time change the design of its products. Nothing contained in this warranty shall be construed as obligating Snow Joe, LLC to incorporate such design changes into previously manufactured products, nor shall such changes be construed as an admission that previous designs were defective.

This warranty is intended to cover product defects only. Snow Joe, LLC is not liable for indirect, incidental, or consequential damages in connection with the use of the Snow Joe Products covered by this warranty. This warranty does not cover any cost or expense incurred by the purchaser in providing substitute equipment or service during reasonable periods of malfunction or non-use of this product, while waiting for completion of repairs under this warranty. Some states do not allow exclusions of incidental or consequential damages, so the above exclusions may not apply in all states. This warranty may gives you specific legal rights in your state.

If you wish to contact Snow Joe, please direct inquiries to the:
Customer Service Department
Snow Joe Center
86 Executive Avenue
Edison, NJ 08817

Customers who have purchased Snow Joe products exported from the United States and Canada should contact their Snow Joe Distributor (Dealer) to obtain information applicable for your country, province, or state. If for any reason, you are not satisfied with the distributor's service, or if you have difficulty obtaining warranty information, contact your Snow Joe seller. If in the event your efforts are unsatisfactory, please write to the Snow Joe Center at the above address.

If you have any questions about your product warranty, please call 1-866-SNOW-JOE or visit us online at www.snowjoe.com.